

In The Matter Of:
Hodell-Natco Industries, Inc. v.
SAP America, Inc., et al.

Joseph Guagenti
July 20, 2012

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<p style="text-align: right;">Page 57</p> <p>1 At any point in time after the go-live in 2 March 2007 did you reach any conclusions that the 3 performance problems Hodell was experiencing were caused 4 in any way by the InFlight add-on? 5 A. Yes, they were. 6 Q. What conclusion did you reach in that regard? 7 A. That some of the techniques that we were using 8 really were kind of antiquated and -- 9 Q. Why -- why do you say that? 10 A. Well, there was just a different style that we 11 needed to use in order to increase the performance of 12 the add-on itself. The add-on did cause drastic 13 slowdowns in many areas. One of the issues that we were 14 just talking about with the multiple lines on a sales 15 order, that was due in part because of the add-on 16 InFlight. It was causing a slowdown with the system. 17 Q. What other factors, if you know, were 18 contributing to the slowdown of a multiple-line order -- 19 line item sales orders? 20 A. The slowdowns were caused by the methods in 21 which we needed to retrieve data from SAP. We needed to 22 go through the -- what they call the COM object, in 23 order to ask SAP questions and then SAP return us those 24 results. 25 And going through the COM object was slow,</p>	<p style="text-align: right;">Page 59</p> <p>1 Q. When was the project pulled? 2 A. The day we were let go, which was, what, 3 September 2000- ... 4 Q. 2008? 5 A. '8. 6 Q. When you say the project was pulled, what do 7 you mean by that? 8 A. Well, we were all let go. So, essentially, at 9 that point in time the project died, because there was 10 nobody working on it. 11 Q. Okay. So LSi shut down its SAP practice; is 12 that right? 13 A. Correct. 14 Q. Let go all of its SAP internal resources, 15 right? 16 A. Correct. 17 Q. At that point the support being offered to 18 Hodell for its Business One and InFlight implementation 19 was being done by your Business One team for LSi in 20 Chicago, right? 21 A. Can you state that again? Because I didn't -- 22 Q. Sure. 23 As of the time that you -- that you left LSi, 24 the support that Hodell was receiving concerning the 25 implementation and the InFlight add-on, that was being</p>
<p style="text-align: right;">Page 58</p> <p>1 communicating with that, it was slow. But there was 2 many different types of techniques that we could have 3 used in order to, you know, definitely make the number 4 of calls that we made to SAP a lot less. I mean, we 5 were calling, like, every millisecond and we could have 6 been calling every minute. 7 Q. Okay. The fact that your InFlight was calling 8 back to the SAP database every millisecond increased the 9 volume of throughput information and slowed it down; is 10 that right? 11 A. That is correct, both on -- both not just from 12 a network standpoint, but also from a physical PC 13 standpoint. 14 Q. You mentioned this COM object. Is the way 15 that that's communicated with through the DI API? 16 A. Correct. 17 Q. Did you ever come to understand -- strike 18 that. 19 Were you able to resolve these issues and work 20 around the problems you were experiencing? 21 A. A lot of them we did start to resolve, before 22 the project was pulled, by implementing different 23 techniques in order to retrieve or store the data inside 24 the add-on, so that we would not have to make the calls 25 to SAP to get the information.</p>	<p style="text-align: right;">Page 60</p> <p>1 provided by your team for LSi here in the Chicago area, 2 right? 3 A. Correct, right up 'til the date of 4 termination. 5 Q. So once you were all terminated by LSi, Hodell 6 had no support for its InFlight add-on, correct? 7 A. They did not. With the exception that I did 8 help Keith Winn on the side to -- to get some data 9 across for -- for some new application that they were 10 going to use or something. I don't recall what the 11 circumstances were, but I did help out Keith Winn and 12 Hodell with additional work after termination. 13 Q. Did -- to your knowledge, did Hodell know that 14 LSi was shutting down its SAP practice? 15 A. I did not know that information. 16 Q. Did it come as a surprise to you that LSi shut 17 down its SAP practice? 18 A. Yes, it did. 19 Q. You didn't have advanced notice from Dan 20 Lowery about that? 21 A. No. He just drove down -- he drove to Chicago 22 from Saint Louis one day and came in and said, Sorry, 23 but you're all -- I'm closing down the SAP practice. 24 Q. Came [sic] completely out of the blue to you? 25 A. Yes, it did.</p>

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<p style="text-align: right;">Page 61</p> <p>1 Q. Did he help you get a job? 2 A. No, he did not. 3 Q. He just let you all go. That was it? 4 A. Yes. 5 Q. What are your feelings about Dan Lowery today? 6 A. I -- I talk to him once in a while. I'll send 7 e-mails to him once in a while. Really neutral, I'd 8 have to say. I mean, he was very upset with me, because 9 that same day that he fired all of us, I already had set 10 up -- I already had gotten jobs for everybody else 11 through somebody else I had already known in the SAP 12 channel. 13 Q. Those were jobs at AchieveIT? 14 A. Yes, it was. 15 Q. Did you take a position at AchieveIT? 16 A. Yes, I did. 17 Q. We'll come back to that. 18 At the time you were let go from LSi, did you 19 have any personal knowledge as to whether Hodell was 20 planning to stay on the SAP solution with InFlight or 21 whether they had made a selection to go to a different 22 software product? 23 A. No, not at that point in time, no, I don't 24 believe I did. 25 Q. Okay. You came to know that sometime later?</p>	<p style="text-align: right;">Page 63</p> <p>1 in the fall of 2008, what was the status of Business One 2 with InFlight add-on at Hodell? Was it a running 3 application? Was it functional for them? 4 MR. LAMBERT: Objection. 5 BY THE WITNESS: 6 A. I'm not -- I'm not sure if it -- because, 7 again, I'm not sure that we ever went to go-live. I 8 thought we were still in the state of testing, 9 developing, debugging. So I don't -- 10 Q. So -- 11 A. I don't recall the go-live, so I'm sorry. 12 Q. So do you know whether as -- whether Hodell 13 was running its business on SAP Business One with 14 InFlight at any point in time? 15 A. No, I don't recall. 16 Q. Do you have any knowledge as to whether, from 17 2007 through 2008 and into 2009, if Hodell was running 18 some system other than Business One? 19 A. I do not recall any of that information. 20 Q. As of the time you left LSi in the fall of 21 2008, were there still performance issues that you were 22 aware of with respect to Business One with the InFlight 23 add-on? 24 A. I believe there was still -- still open 25 issues.</p>
<p style="text-align: right;">Page 62</p> <p>1 A. Yes. 2 Q. When did you come to know that information? 3 A. Again, it would just have been later, just in 4 general conversations. I was on to something new, so it 5 wasn't really in the forefront of my mind as to what 6 Hodell was up to. 7 I believe -- I believe, like I said, when I 8 talked to Keith Winn, they were going over to a new 9 system, maybe 20 -- Profit 20 or -- I don't know what it 10 was. But, you know, he asked me for help with getting 11 data from SAP and, you know. So I assumed he was going 12 to another system, but I -- I didn't -- 13 Q. Did Keith Winn tell you why Hodell was going 14 to a new system? 15 A. I believe he said it was because of the 16 slowdown issue or the slowness -- slow issues that were 17 taking place in -- 18 Q. And when did that conversation take place, do 19 you recall? 20 A. That would have been sometime after, I think, 21 termination. 22 Q. As of the time that you left LSi in the fall 23 of 2008, did you have personal knowledge as to the -- 24 strike that. 25 As of the time you left Hodell -- or left LSi</p>	<p style="text-align: right;">Page 64</p> <p>1 Q. Okay. And what were those open issues, as of 2 that time? 3 A. I believe it was still evaluating some of the 4 slowdown issues that we were having in the InFlight 5 add-on -- was one of them. And I think additional 6 functionality that we were adding in. 7 Q. So you were building new functionality that 8 Hodell wanted? 9 A. I don't believe it was just for Hodell. I 10 believe at the time it was also for another client 11 called Fast-Rite. 12 Q. The performance issues that you knew of as of 13 the time you left in 2008, were those -- the ones that 14 you identified related to the communication ob- -- the 15 com object and the DIAPI? 16 A. That was some of them, yes. 17 Q. What others, if you know? 18 A. Still like, I think, the PCs, the older PCs. 19 I don't know what had transpired with the network, 20 whether a lot of those issues were resolved. I just did 21 the one on-site visit, and, again, that's not my forte, 22 so I just report the information and I move on to 23 something else. 24 Q. You don't have firsthand knowledge, though, of 25 whether Hodell made improvements, for instance, to its</p>